

Concur Service Advisory Board Meeting

Minutes: April 24, 2020, 2:30pm – 4pm

Present: Brooke Millett Montgomery, Brian Strait, Brian Conley, Mark McCulloch, Jim Klenke, Della Green, Katy Molloy Brady, Keith Zvoch, Krista Dillon, Laurie Jacoby, Lindsey Salfran, Leeann Ford, Angie Peatow, Jon Marcheta, Kayleen Cautrell, Mike DeMartini, Teri Rowe, Adam Unger, John Beeson, Naomi Crow, Stacey Williams Wright, Jody Bleisch

Request: Approvers can now change information fields in the header as well as index.

P-Card Expense reports: Concur user groups can set a default approver to allow/require approval to flow to a specific budget approver, rather than a user selected approver. User Groups can provide this information to be entered by the Concur admin team.

Travel Expense: Third approver has been requested by College of Design, based on a certain set of criteria to be provided by departments who want to use third approver. Should be available soon. Kayleen mentioned that this feature would be used by Advancement. Other units include College of Design and Athletics.

Security breach incident in February – turned out to be a smaller event than originally thought, however targeting multiple higher ed institutions. The fraudster knew the workings of Concur and was able to access a profile and change name, email address and request an airline ticket. This happened through ConcurSolutions.com rather than our SSO platform requiring duckid. Because of UO controls requiring approval, the ticket was not purchased. Corrections included reverting all auto-approve requests for a few departments back to mandatory approval, resetting all access password in concursolutions.com, sending an alert to a Concur user when profile information changes. Advisory board conversation included discussing when and if auto approve in Request could be revisited for departments that desire, and two factor authentication for concursolutions.com. SAP Concur mobile app programming is different. Currently the UO does not offer travel booking on the app so this is not an issue. Additionally, downloading the app requires desktop access to set up. There could be vulnerabilities if a device is stolen without password protection but booking air is not an option on the mobile app.

Concur Contract – The new Concur contract had just negotiated to start March 2020 when the COVID pandemic struck. Based on last year's numbers, we estimated 1300 travel reports per month. Due to the pandemic, we asked Concur for an opportunity reevaluate numbers because of the travel suspension. After this next quarter (fiscal year end) we know that travel will dwindle to very little activity. We will use the next few months to estimate report activity to base requested adjustments to the future contract. Concur has indicated that they will entertain only a 50% reduction but have agreed to a quarterly review. We may be able to add services at no cost in order to regain value of our contract payment.

John Beeson would like to get a quote for the Duck Depot cards. Processing in Concur will help campus when working in a remote work environment. Laura Harris is the contract officer in Purchasing.

COVID and March 15 travel suspension - Krista Dillon, Lori O'Hollaren, and Chuck Triplett from the COVID Incident travel committee began using Concur LOCATE at the end of February to locate and provide aid to UO travelers in foreign countries. Travelers in China, then South Korea, and Italy were initially contacted and then additional "At Risk" countries as they were announced. As the situation began moving very quickly and Concur LOCATE was able to pinpoint travelers and then to forecast those that would require assistance.

This incidence will be a good launchpad to maximize the use of Concur Request and LOCATE so we are able to better handle emergency situations. Normally we use LOCATE to find and assist people on a very small scale, in one location. The pandemic fully tested the ability to mobilize and locate travelers worldwide. While we always looked to LOCATE as a tool to identify international travel, there is even more emphasis on importance of the ability to locate ALL travelers.

Krista indicated that the COVID committee is discussing the opening of essential domestic travel, then all domestic travel, and finally evaluating essential international travel once countries begin opening boundaries.

We will be evaluating and analyzing additional feature of LOCATE to better utilize this tool.

Teri Rowe's Concur groups (Economics and Sociology) utilize request even when the UO will not be covering the cost of the trip. She has her travelers enter a \$0.00 Trip Request when traveling any time during their contract. She recommended that UO adopt this procedure for all UO travelers.

We are working with our TMC right now in order to load all unused ticket credit data in Concur profile and provide a full monthly report that is posted on the travel website for campus visibility.

United, Alaska, and Delta have provided a COVID waiver to do name changes on tickets potentially saving the UO tens of thousands of dollars on tickets that were purchased for guests and recruiting.

Teri advocates for a mandate on the managed travel program. In Teri's group they know that they must use the managed travel program or not be reimbursed for personally purchased tickets.

Travel Policy was drafted with updated language two years ago but due to the faculty grievance, these changes have not been able to be adopted.

Would the Service Advisory Board like to make a recommendation on a mandate of the managed travel program? Mark reminded that the function of the service advisory board is to direct use of our Concur program, but that we may draft and suggest policy for consideration at UO Executive level.

Benefits of a managed travel program:

- Duty of care is so important and about 20% of campus may not be entering Request and purchasing within program guidelines.
- Reporting – Spend on air is not complete or accurate when purchased outside managed channels.
- Negotiating more and deeper discount contracts – data is incomplete when spend outside approved purchasing channel
- Rebate on Lodge Cards

- Managing cancelled tickets – ability to negotiate waivers and favors

Stacey Williams Wright noted that some travelers always request and are granted exceptions and that we could request administration to issue a mandate and not offer exceptions except with very clear criteria for who, when, and what circumstances warrant exception. It was noted that there tends to be repetitive nature of the activity and that travelers have started getting complacent about the managed travel program guidelines set forth by President Schill and Jamie Moffit in March 2018.

Concur reports can be prepared to show departments and travelers who are not working in the managed travel program and are seeking reimbursement for personally purchased tickets. It was requested that the report be broken down by traveler type - student, faculty, OA, staff, guest.

Unused Ticket Sweep – When a traveler cancels a ticket, standardly the ticket can be exchanged for future travel up to a year later. Many thousands of dollars of UO tickets go unused. Currently we contact the department or the traveler to see if they are going to use the ticket and wait for their reply. This is time consuming and often the department allows the ticket(s) to go unused, essentially gifting the airline.

Some higher education institutions have a travel policy that enables a ticket sweep once the ticket is 9 months old. The ticket is turned back to the TMC to use for any UO traveler. Often the ticket can only be used by this traveler but with our negotiated contracts, we can request name changes for an additional fee. In January, the UO was able to use about \$5,000 in unused ticket credits. There will be a substantial loss of tickets as many were due to expire this spring (purchased and cancelled Spring 2019) now cannot be used because of the current travel suspension.

This topic was presented to gauge the idea of a recommendation for an automatic ticket sweep at UO. The tickets would be considered part of a central pot recognizing that managing which departments “donate” tickets and which ones are recipients of the unused tickets would be difficult and tedious to manage campus wide. Departments would not be able to request repayment for the ticket. Per Kayleen, Advancement already manages unused tickets within their unit to be used by other travelers in their group. Direct Travel is currently sending reminders to travelers about unused ticket credits.

Committee Question: Would it be possible to get a report at 8 months? The Concur team needs to figure out a way to identify user group on the unused ticket report and will add this project to the to-do list.

Website Overhaul: We would like to repurpose buttons on the UO Travel website to make it a true one stop shop for all travel – employees, students, guests, independent contractors. Travel has edit capability and will bring proposal for changes to the stake holders review.